

AMENDMENTS TO THE CLAIMS

1. (previously presented) A method executed by a server for providing answers on one or more topics from a set of experts on each topic to questions received by the server from users in communication with client interfaces, the server being in communication with the client interfaces, and the method comprising;

receiving at the server a question based on the receipt of a request by one of (a) one of the users to post the question and to select an expert to whom to route the question, (b) one of the users to post the question and to select the set of experts to whom to route the question, (c) one of the users to post the question without a selection of the expert to whom to direct the question and (d) one of the experts to post the question to another one of the experts for peer review;

receiving at the server a request by one of the experts to access a personal expert interface, the personal expert interface being unique to the expert;

the server grouping the question with other questions for the expert to answer, the groupings of questions being accessible to the expert upon generation of the personal expert interface;

receiving at the server a command from the expert in response to the question;
and

the server executing the command from the expert.

2. - 3. (cancelled)

4. **(original)** The method of claim 1 wherein receiving a command includes receiving a command to post an answer to the question.

5. (canceled)

6. (original) The method of claim 1 wherein receiving a command includes receiving a command to refer the question to another one of the experts.

executing the command from the one expert.

49. (previously presented) A system executed by a server for providing answers on one or more topics from a set of experts on each topic to questions received from users via client interfaces in communication with the server, the server comprising:

a question receiving component configured to receive at the server a question based on the receipt of a request by one of (a) one of the users to post the question and to select an expert to whom to route the question, (b) one of the users to post the question and to select the set of experts to whom to route the question, (c) one of the users to post the question without a selection of the expert to whom to direct the question and (d) one of the experts to post the question to another one of the experts for peer review;

a routing component configured to display the question with other questions for the expert on a personal expert interface, wherein the personal expert interface is unique to the expert and includes the question grouped as one of a set of questions, the groupings of questions being accessible to the expert upon generation of the personal expert interface;

a command receiving component configured to receive at the server a command from the expert in response to the question; and

an executing component configured to execute the command from the expert.

50. - 51. (canceled)

52. (original) The system of claim 49 wherein the command receiving component further comprises

an answer posting command receiving component configured to receive a command to post an answer to the question.

53. (canceled)

54. (original) The system of claim 49 wherein the command receiving component further comprises

a referral command receiving component configured to receive a command to refer the question to another one of the experts.

55. (original) The system of claim 49 wherein the command receiving component further comprises

an answer-and-refer command receiving component configured to receive a command to post an answer to the question and refer the question to another one of the experts.

56. (original) The system of claim 49 wherein the command receiving component further comprises

an edit command receiving component configured to receive a command to edit an answer to a previous question.

57. (original) The system of claim 49 wherein attachments relevant to an answer are appended to the answer and wherein the command receiving component further comprises

an attachment command receiving component configured to receive a command to add an attachment to the answer.

58. - 87. (canceled)

88. (previously presented) A system executed by a server for providing answers on one or more topics from a set of experts on each topic to questions received from users via client interfaces in communication with the server, the server comprising:

a question receiving component configured to receive at the server a question on the selected topic from a user via one of the client interfaces;

a routing component configured to display the question in one of a plurality of locations, wherein each of said locations is accessible to only one expert of the set of

experts and wherein each of the locations includes the question grouped as one of a set of questions, the groupings of questions being accessible to the one expert upon generation of the personal expert interface;

a command receiving component configured to receive at the server a command from the one expert in response to the question; and

an executing component configured to execute the command from the one expert.

89. - 90. (canceled)

91. (original) The system of claim 88 wherein the command receiving component further comprises

an answer posting command receiving component configured to receive a command to post an answer to the question.

92. (original) The system of claim 91 wherein the answer posting command receiving component further comprises

a multiple posting command receiving component configured to receive a command to post an answer in more than one location.

93. (original) The system of claim 88 wherein the command receiving component further comprises

a referral command receiving component configured to receive a command from the expert to refer the question to another one of the experts.

94. (original) The system of claim 88 wherein the command receiving component further comprises

an answer-and-refer command receiving component configured to receive a command to post an answer to the question and refer the question to another one of the experts.

95. (original) The system of claim 88 wherein the command receiving component further comprises

an edit answer command receiving component configured to receive a command from the expert to edit an answer to a previous question.

96. (original) The system of claim 88 wherein attachments relevant to an answer are appended to the answer and the command receiving component further comprises

an add attachment command receiving component configured to receive a command from the expert to add an attachment to the answer.

97. (previously presented) A method executed by a server for providing answers from a plurality of experts to questions posed by a plurality of users, the users communicating with the server via a plurality of client interfaces, each of the client interfaces being identified to the users as a forum on a predetermined subject matter and as presenting experts on the subject matter, the method comprising:

receiving at the server one of the questions received from one of the users via one of the client interfaces and a selection by the one user of one of the experts to whom to send the question;

routing the question to the one expert, wherein said routing component is further configured to display the question with other questions for the one expert on a personal expert interface, wherein the personal expert interface is unique to the one expert and includes the question grouped as one of a set of questions, the groupings of questions being accessible to the expert upon generation of the personal expert interface;

receiving a command from the one expert in response to the question, wherein the command comprises a request to post an answer to the question selectively in at least one of the plurality of fora; and

executing the command from the one expert.

98. (previously presented) A system executed by a server for providing a plurality of answers from a plurality of experts to a plurality of questions posed by a plurality of users, the users communicating with the server via a plurality of client interfaces, each of the client interfaces being identified to the users as a forum on a predetermined subject matter and as presenting experts on the subject matter, the system comprising:

a question receiving component configured to receive at the server a question from a user via one of the client interfaces;

a routing component configured to display the question with other questions for the expert on a personal expert interface, wherein the personal expert interface is unique to the expert and includes the question grouped as one of a set of questions, the groupings of questions being accessible to the expert upon generation of the personal expert interface;

a forum component configured to receive an answer to the question posted by the expert;

a command receiving component configured to receive a command from the expert in response to the question and to post an answer to the question in at least one of the plurality of fora; and

an executing component configured to execute the command from the expert.

99. - 102. (canceled)

103. (previously presented) The method of claim 97 wherein the command further comprises posting the answer to the question to one of (a) the source forum from which the question derived, (b) one of the plurality of fora other than the source forum, (c)

a plurality of fora including the source forum, (d) a plurality of fora excluding the source forum and (e) all of the fora.

104. (previously presented) The method of claim 103 wherein when the question is posted to a plurality of fora, the posting occurs in at least two fora at substantially the same time.

105. (previously presented) The method of claim 103 wherein when the question is posted to a plurality of fora, the posting occurs in each of the fora at substantially the same time.

106. (previously presented) The method of claim 97 wherein at least two of the questions are further routed to the expert from at least two different fora.

107. (previously presented) The method of claim 106 wherein at least one of the fora presents a plurality of experts as a panel and the expert being one of the panel of experts, the method further comprising each of the questions being routed to the expert based on one of a plurality of mechanisms of (a) one of the users posting the question via the forum that includes the panel and selecting the expert to whom to route the question (b) one of the users posting the question via the forum that includes the panel and selecting the panel of experts to whom to route the question and (c) one of the experts receiving the question on the personal expert interface and routing the question to another one of the experts for peer review.

108. (previously presented) The method of claim 107 wherein said routing component is further configured to include a source field associated with the question in order to display the mechanism by which the question is routed to the expert, the source field comprising an indication of the mechanism.

109. (previously presented) The method of claim 108 wherein said routing component is further configured to include a source field associated with each of the questions in order to display the mechanism by which the question is routed to the expert, the source field comprising an indication of the mechanism.

110. (previously presented) The method of claim 107 wherein at least two of the questions are further routed to the expert from at least two different fora.

111. (previously presented) The system of claim 98 wherein the command receiving component is further configured to post the answer to one of (a) the source forum from which the question derived, (b) one of the plurality of fora other than the source forum, (c) a plurality of fora including the source forum, (d) a plurality of fora excluding the source forum and (e) all of the fora.

112. (previously presented) The method of claim 111 wherein when the question is posted to a plurality of fora, the posting occurs in at least two fora at substantially the same time.

113. (previously presented) The method of claim 112 wherein when the question is posted to a plurality of fora, the posting occurs in each of the fora at substantially the same time.

114. (previously presented) The method of claim 98 wherein at least two of the questions are further routed to the expert from at least two different fora.

115. (previously presented) The method of claim 114 wherein at least one of the fora presents a plurality of experts as a panel and the expert being one of the panel of experts, the method further comprising each of the questions being routed to the expert based on one of a plurality of mechanisms of (a) one of the users posting the question via

the forum that includes the panel and selecting the expert to whom to route the question (b) one of the users posting the question via the forum that includes the panel and selecting the panel of experts to whom to route the question and (c) one of the experts receiving the question on the personal expert interface and routing the question to another one of the experts for peer review.

116. (previously presented) The method of claim 115 wherein said routing component is further configured to include a source field associated with the question in order to display the mechanism by which the question is routed to the expert, the source field comprising an indication of the mechanism.

117. (previously presented) The method of claim 116 wherein said routing component is further configured to include a source field associated with each of the questions in order to display the mechanism by which the question is routed to the expert, the source field comprising an indication of the mechanism.

118. (previously presented) The method of claim 115 wherein at least two of the questions are further routed to the expert from at least two different fora.

119. (previously presented) A method executed by a server for providing answers from a plurality of experts to questions posed by a plurality of users, the users communicating with the server via a plurality of client interfaces, each of the client interfaces being identified to the users as a forum on a predetermined subject matter and as presenting experts on the subject matter, the method comprising:

receiving at the server one of the questions from one of the users via one of the client interfaces;

the server routing the question to one of the experts;

presenting the question to the expert via a personal expert interface, wherein the personal expert interface is unique to the expert and includes the question grouped as one

of a set of questions, the groupings of questions being accessible to the expert

upon generation of the personal expert interface;

receiving a command via the personal expert interface from the expert in response to the question, wherein the command comprises responding to the question; and
executing the command from the expert.

120. (previously presented) The method of claim 119 wherein the command further comprises posting an answer to the question selectively in at least one of a plurality of fora.

121. (previously presented) The method of claim 120 wherein the command further comprises posting the answer to the question to one of (a) the source forum from which the question derived, (b) one of the plurality of fora other than the source forum, (c) a plurality of fora including the source forum, (d) a plurality of fora excluding the source forum and (e) all of the fora.

122. (previously presented) The method of claim 121 wherein when the answer is posted to a plurality of fora, the posting occurs in at least two fora at substantially the same time.

123. (previously presented) The method of claim 122 wherein when the answer is posted to a plurality of fora, the posting occurs in each of the fora at substantially the same time.

124. (previously presented) The method of claim 119 wherein at least two of the questions are further routed to the expert from at least two different fora.

125. (previously presented) The method of claim 124 wherein said routing component is further configured to include a source field associated with the question in

order to display the mechanism by which the question is routed to the expert, the source field comprising an indication of the mechanism.

126. (previously presented) The method of claim 125 wherein said routing component is further configured to include a source field associated with each of the questions in order to display the mechanism by which the question is routed to the expert, the source field comprising an indication of the mechanism.

127. (previously presented) The method of claim 124 wherein at least one of the fora presents a plurality of experts as a panel and the expert being one of the panel of experts, the method further comprising each of the questions being routed to the expert based on one of a plurality of mechanisms of (a) one of the users posting the question via the forum that includes the panel and selecting the expert to whom to route the question (b) one of the users posting the question via the forum that includes the panel and selecting the panel of experts to whom to route the question and (c) one of the experts receiving the question on the personal expert interface and routing the question to another one of the experts for peer review.

128. (previously presented) The method of claim 127 wherein at least two of the questions are further routed to the expert from at least two different fora.

129. (previously presented) The method of claim 119 wherein the command further comprises posting an answer to the question to the server and referring the question to another one of the experts.

130. (previously presented) The method of claim 129 wherein the command further comprises posting a supplemental answer to the question to the server.

131. (previously presented) The method of claim 129 wherein the command further comprises providing permission to post the answer to the public upon posting to the public of an additional answer from the expert to whom the answer was referred.

132. (previously presented) A personal expert interface in communication with a server for providing a plurality of users with communication with an expert in order to route a plurality of questions to the expert, the personal expert interface comprising:

a web page unique to the expert and including the questions grouped with at least one other question for the expert to answer, the groupings of questions being accessible to the expert upon generation of the personal expert interface; and

each of the questions being routed to the personal expert interface based on a routing request from one of the users and at least two of the questions being routed based on requests from two different users.

133. (previously presented) The personal expert interface of claim 132 further comprising an option presented to the expert of publishing an answer to at least one of the questions to the public by posting the answer to at least one of a plurality of web pages accessible to the users.

134. (previously presented) The personal expert interface of claim 133 wherein the question derives from a source web page as one of the web pages and the option further comprises posting the answer to the question to one of (a) the source web page, (b) one of the plurality of web pages other than the source web page, (c) a plurality of web pages including the source web page, (d) a plurality of web pages excluding the source web page and (e) all of the web pages.

135. (previously presented) The method of claim 134 wherein when the answer is posted to a plurality of web pages, the posting occurs in at least two web pages at substantially the same time.

136. (previously presented) The method of claim 135 wherein when the answer is posted to a plurality of web pages, the posting occurs in each of the web pages at substantially the same time.

137. (previously presented) A personal expert interface in communication with a server for providing a plurality of users with communication with an expert in order to route a plurality of questions to the expert, the personal expert interface comprising:

an interface unique to the expert;

at least two of the questions being routed to the personal expert interface based on routing requests from the users;

an option presented to the expert of publishing an answer to at least one of the questions to the public by posting the answer to a web page accessible to the users; and

the questions grouped with other questions for the expert to answer, the groupings of questions being accessible to the expert upon generation of the personal expert interface.

138. (previously presented) The personal expert interface of claim 137 wherein the question derives from a source web page as one of the web pages and the option further comprises posting the answer to the question to one of (a) the source web page, (b) one of the plurality of web pages other than the source web page, (c) a plurality of web pages including the source web page, (d) a plurality of web pages excluding the source web page and (e) all of the web pages.

139. (previously presented) The method of claim 138 wherein when the answer is posted to a plurality of web pages, the posting occurs in at least two web pages at substantially the same time.

140. (previously presented) The method of claim 139 wherein when the answer is posted to a plurality of web pages, the posting occurs in each of the web pages at substantially the same time.

141. (previously presented) A personal expert interface in communication with a server for providing a plurality of users with communication with one of a plurality

of experts in order to obtain answers to a plurality of questions, the personal expert interface comprising:

an interface unique to the expert;

each of the questions being routed to the personal expert interface based on one of a routing request from one of the users and a routing request from another one of the experts and at least one of the questions being routed based on a request from another one of experts; and

the questions being presented to the expert for the expert to answer.

142. (previously presented) The personal expert interface of claim 141 further comprising an option presented to the expert of publishing an answer to at least one of the questions to the public by posting the answer to at least one of a plurality of web pages accessible to the users.

143. (previously presented) The personal expert interface of claim 142 wherein the question derives from a source web page as one of the web pages and the option further comprises posting the answer to the question to one of (a) the source web page, (b) one of the plurality of web pages other than the source web page, (c) a plurality of web pages including the source web page, (d) a plurality of web pages excluding the source web page and (e) all of the web pages.

144. (previously presented) The personal expert interface of claim 143 wherein when the answer is posted to a plurality of web pages, the posting occurs in at least two web pages at substantially the same time.

145. (previously presented) The personal expert interface of claim 144 wherein when the answer is posted to a plurality of web pages, the posting occurs in each of the web pages at substantially the same time.

146. (previously presented) The personal expert interface of claim 141 wherein at least one of the questions is further presented to the expert for an initial answer.

147. (previously presented) The personal expert interface of claim 141 wherein at least one of the questions is further presented to the expert for a supplemental answer.

148. (previously presented) The personal expert interface of claim 141 wherein at least one of the questions is further presented to the expert for an answer based on a referral from one of the other experts.

149. (currently amended) A method executed by a server of referring a question posed by at least one of a plurality of users to at least one of a plurality of experts, the method comprising:

the server displaying the question for access by a first expert via a personal expert interface, the personal expert interface being unique to the expert and including questions grouped with other questions for the expert to answer based on one of a routing request from one of the users and a routing request from another one of the experts; and

the server receiving a response to the question from the first expert [responding to the question] , the response comprising a [[a]] command to route the question to a second expert chosen by the first expert.

150. (previously presented) The method of claim 149 wherein the server receiving a further response from the first expert to the question, the response being providing a first answer to the second expert and a request for peer review by the second expert.

151. (previously presented) The method of claim 150 wherein the server receiving a response from the second expert to the question, the response being posting a

second answer to one of the server and the public by the second expert and the first answer by the first expert.

152. (previously presented) The method of claim 150 wherein the server receiving a response from the second expert to the question, the response being posting a second answer to one of the server and the public by the second expert without any answer by the first expert.

153. (previously presented) The method of claim 150 wherein the server receiving a further response from the first expert to the question, the response being providing a first answer, a request for peer review to the second expert and a request that the first answer be published if the second expert publishes an answer to the question.

154. (previously presented) The method of claim 151 wherein the question derives from a source web page as one of a plurality of web pages accessible to the at least one user and the server receiving a response to the question from the second expert, the response comprising posting the second answer to one of (a) the source web page, (b) one of the plurality of web pages other than the source web page, (c) a plurality of web pages including the source web page, (d) a plurality of web pages excluding the source web page and (e) all of the web pages.

155. (previously presented) The method of claim 149 wherein the server receives an further response of adding a message to the question for routing to the expert to whom the question is referred.

156. (previously presented) A method executed by a server of debating answers to questions posted by at least one user to at least one of a plurality of experts via at least one client interface, the client interface being identified to the users as a forum on a predetermined subject matter, the forum presenting at least two experts on the

corresponding subject matter and at least one of the questions being routed to the one of the experts based on a routing request from one of the users, the method comprising:

the server displaying the question for access by the expert via a personal expert interface, the personal expert interface being unique to the expert and including questions grouped with other questions for the expert to answer based on one of a routing request from one of the users and a routing request from another one of the experts; and

the server receiving a command from the expert in response to the question, the command comprising a first response and a second response, the first response being an instruction to post an answer to one of the forum from which the question derived and another of the fora and the second response being an instruction to route the question to another one of the experts as a referral.

157. (previously presented) The method of claim 156 wherein the first response further comprises an instruction to post an answer to the forum from which the question derived.

158. (previously presented) The method of claim 157 further comprising the question being assigned by subject matter to a plurality of fora having related subject matter and the first response further comprising an instruction to post the answer to the question to one of (a) the source forum from which the question derived, (b) one of the plurality of fora other than the source forum, (c) a plurality of fora including the source forum, (d) a plurality of fora excluding the source forum and (e) all of the fora.

159. (previously presented) The method of claim 158 wherein when the question is posted to a plurality of fora, the posting occurs in at least two fora at substantially the same time.

160. (previously presented) The method of claim 159 wherein when the question is posted to a plurality of fora, the posting occurs in each of the fora at substantially the same time.

161. (previously presented) The method of claim 156 wherein the second response is [a request] an instruction to route the question to another one of the experts for peer review.

162. - 163. (canceled)

164. (previously presented) The method of claim 156 wherein the answer is published to at least one web page accessible to the at least one user after one of the first response and the second response.

165. (previously presented) The method of claim 156 wherein at least two of the questions are further routed to the expert from at least two different fora.

166. (previously presented) The method of claim 165 wherein at least one of the fora presents a plurality of experts as a panel and the expert being one of the panel of experts, the method further comprising the server routing each of the questions to the expert based on one of a plurality of mechanisms of (a) one of the users posting the question via the forum that includes the panel and selecting the expert to whom to route the question (b) one of the users posting the question via the forum that includes the panel and selecting the panel of experts to whom to route the question and (c) one of the experts receiving the question on the personal expert interface and routing the question to another one of the experts for peer review.

167. (previously presented) The method of claim 166 wherein at least two of the questions are further routed to the expert from at least two different fora.

175. (previously presented) The method of claim 174 wherein the answer is published to at least one web page accessible to the at least one user after one of the first response and the second response.

176. (previously presented) A method executed by a server of debating answers to questions posted by at least one user to at least one of a plurality of experts via at least one client interface, the client interface being identified to the users as a forum on a predetermined subject matter, the forum presenting at least two experts on the corresponding subject matter and at least one of the questions being routed to the one of the experts based on a routing request from one of the users, the method comprising:

the server displaying the question for access by the expert via a personal expert interface, the personal expert interface being unique to the expert and including questions grouped with other questions for the expert to answer based on one of a routing request from one of the users and a routing request from another one of the experts; and

the server receiving a command from the expert in response to the question, the command comprising a first response and a second response, the first response being an instruction to route an answer to the question and the second response being one of an instruction to (a) route the question to another one of the experts as a referral, (b) post a supplemental answer to the question and (c) post the answer.

177. (previously presented) The method of claim 176 further comprising the question being assigned by subject matter to a plurality of fora having related subject matter and the first response further comprising an instruction to post the answer to the question to one of (a) the source forum from which the question derived, (b) one of the plurality of fora other than the source forum, (c) a plurality of fora including the source forum, (d) a plurality of fora excluding the source forum and (e) all of the fora.

178. (previously presented) The method of claim 177 wherein when the answer is posted to a plurality of fora, the posting occurs in at least two fora at substantially the same time.

179. (previously presented) The method of claim 177 wherein when the answer is posted to a plurality of fora, the posting occurs in each of the fora at substantially the same time.

180. (previously presented) The method of claim 176 further comprising the question being assigned by subject matter to a plurality of fora having related subject matter and the second response, “(c) posting the answer” further comprising an instruction to post to one of (i) the source forum from which the question derived, (ii) one of the plurality of fora other than the source forum, (iii) a plurality of fora including the source forum, (iv) a plurality of fora excluding the source forum and (v) all of the fora.

181. (previously presented) The method of claim 181 wherein when the answer is posted to a plurality of fora, the posting occurs in at least two fora at substantially the same time.

182. - 183. (canceled)

184. (previously presented) The method of claim 180 wherein when the answer is posted to a plurality of fora, the posting occurs in each of the fora at substantially the same time.

185. (previously presented) The method of claim 176 wherein the answer is published to at least one web page accessible to the at least one user after one of the first response and the second response.

191. (previously presented) The method of claim 176 wherein the expert responding to the question further comprises providing a third response, the third response being an instruction to add an attachment to the answer.

192. (previously presented) The method of claim 176 further the server receiving a response to the question from another of the experts to whom the question was referred, the response being providing the first response and the second response.

193. (previously presented) The method of claim 192 wherein the answer is published to at least one web page accessible to the at least one user after one of the first response and the second response.

194. (previously presented) A method executed by a server for providing answers from at least one expert to at least two questions posed by a plurality of users, the users communicating with the server via at least two client interfaces, each of the client interfaces identified to the users as a forum on a predetermined subject matter, whereby a user may choose to visit a forum, and each forum presenting the expert as an expert in the subject matter of the forum, the expert being presented simultaneously in at least two of the fora, the method comprising:

receiving at the server at least one user-submitted question via each of the at least two fora in which the expert serves, whereby the expert receives at least two questions;

routing the at least two questions to the expert based on a routing request for each question from one of (a) the user who submitted the question and (b) another expert;

presenting the at least two questions to the expert via a personal expert interface, wherein the personal expert interface is unique to the expert and includes the at least two questions grouped as part of a set of questions,

receiving a command via the personal expert interface from the expert in response to each of the at least two questions individually, wherein the command comprises responding to the question, whereby the expert provides at least two commands; and

executing each of the at least two commands from the expert.

212. (withdrawn) The method of claim 209 wherein receiving a command includes receiving an instruction to post an answer to the question and to refer the question to another one of the experts at substantially the same time.

213. (withdrawn) The method of claim 209 wherein receiving a command includes receiving an instruction to edit an answer to a previous question.

214. (withdrawn) The method of claim 209 wherein attachments relevant to an answer are appended to the answer and wherein receiving a command includes receiving an instruction to add an attachment to the answer.

215. (withdrawn) A system executed by a server for providing answers on one or more topics from at least one expert on each topic to questions received from users via client interfaces, the client interfaces comprising a plurality of question and answer fora, the server being in communication with the client interfaces , the server comprising:
a question receiving component configured to receive at least two questions from the users via the client interfaces, each of the questions being posted from different fora;

a command receiving component configured to receive a request by the expert to access a personal expert interface, the personal expert interface being unique to the expert;

a display component configured to group the question with other questions for the expert to answer, the groupings of questions being accessible to the expert upon generation of the personal expert interface;

a second command receiving component configured to receive a command from the expert in response to one of the questions; and

an executing component configured to execute the command from the expert.